

HOW DO I CONTACT THE OMBUDSMAN?

24-Hour Toll Free: **1-877-582-6995**
or write to:

Office of the Ombudsman
PO Box 807
Trenton, NJ 08625-0807

All written or verbal complaints received by the Ombudsman's Office will be assigned to a Field Investigator. The Investigator makes an unannounced visit to the facility and conducts a complete review of the facts, obtains records and interviews residents and staff.

When necessary, and if it is substantiated, a complaint is referred to the appropriate County Prosecutor or state-licensing agency.

DOES THE OMBUDSMAN'S OFFICE NEED VOLUNTEER HELP?

Absolutely!

If you are interested in becoming a Volunteer Advocate for age 60+ residents in a long term care facility; we can put you in touch with a provider agency in your community.

Call (609) 943-4022 for more information.



New Jersey
Department of Health and
Senior Services

Office of the Ombudsman for the
Institutionalized Elderly

PO Box 807
Trenton, NJ 08625-0807
(609) 943-4026



Richard J. Codey
Acting Governor

Fred M. Jacobs, M.D., J.D.
Commissioner

WILLIAM P. ISELE, MA, JD
*Ombudsman for the
Institutionalized Elderly*

Mandatory Reporting Of Adult Abuse (P.L. 1983 - Chapter 43)

Anyone is free to make a report to the Ombudsman, but certain individuals are legally required to do so: caretakers, social workers, physicians, registered nurses, other persons who, as a result of information obtained in the course of employment, know or have reasonable cause to suspect that an institutionalized elderly person is being or has been abused or exploited. Persons reporting abuse or testifying in any administrative or judicial proceeding shall have immunity from civil or criminal liability. (N.J.S.A. 52:27G-7.1)

STATE OF NEW JERSEY



Office of the OMBUDSMAN FOR THE INSTITUTIONALIZED ELDERLY

WILLIAM P. ISELE, MA, JD
OMBUDSMAN



CALL TOLL FREE
1-877-582-6995

THE OMBUDSMAN PROGRAM

Our mission is to secure and protect the rights, and to promote the dignity, of citizens age sixty and older residing in long term health care facilities.

The Program seeks to enhance the quality of life and improve the level of care provided to New Jersey's institutionalized elderly.

We will accept complaints from any source, and take action as necessary to secure, preserve and promote the health, safety and welfare, and the civil and human rights of long term care elderly.

The Ombudsman's office is an advocacy agency exclusively representing the concerns of these elderly. Because we exist within the New Jersey Division of Aging and Community Services, we can also refer residents to other agencies or programs providing services to seniors.

The identity of the persons involved, the complaint, and the subject matter of the complaint are kept confidential. Anonymous reports are accepted.

***Ombudsman Services Are
Free and Confidential***

CONTACT THE OMBUDSMAN FOR HELP

All residents, family members, friends, visitors or any concerned persons are encouraged to contact the Ombudsman's Office with their concerns and complaints.

We will address complaints made by, or on behalf of residents of long term health care facilities. Example of residents' concerns include:

- ✿ Violation of residents' rights or dignity;
- ✿ Physical, verbal or mental abuse, deprivation of services necessary to maintain residents' physical and mental health; or unreasonable confinement;
- ✿ Poor quality of care, including inadequate personal hygiene and slow response to requests for assistance;
- ✿ Improper transfer or discharge;
- ✿ Inappropriate use of chemical or physical restraints;
- ✿ Financial exploitation.

Investigative priority is given to abuse complaints.

WHAT DOES THE OMBUDSMAN DO?

The Ombudsman's Office acts as advocate for residents and helps to protect their rights.

The Ombudsman and staff can answer questions, provide information and handle complaints about residents' rights and other areas of concern to residents.

Dispute resolution is an important and essential function of the Ombudsman's Office. Prompt resolution of a complaint brings relief to the affected residents and provides assistance to the health care facilities in addressing the problems.

If a resident, legal guardian of a resident or someone else has a problem or concern, the Ombudsman's Office investigates and tries to resolve a problem or concern. If we are unable to resolve a problem, referral to an appropriate resource is made.

The Ombudsman's Office can conduct public or private hearings, subpoena documents or personal testimony, and has full, unrestricted access to elderly residents of long term care facilities and their records.

All Ombudsman case files are closed to the public. If a consumer would like facility license or annual survey information they should call:

1-800-792-9770

Long Term Care Systems